

## Restaurant Groups Order Made Just Right with Pioneer POS Hardware Stability

**April 2011** - Sheila Nuth is the Assistant General Manager and Corporate Front of House Trainer at a fine dining establishment called the Springfield Grille in eastern Ohio. The past several years they have been experiencing problems with their POS retail hardware in their restaurants. The Springfield Grille was tired of their hardware constantly failing since the POS systems there were using were over 4 years old and experiencing frequent failures. One of the main issues why the existing hardware was failing was that they would completely stop working due to overheating issues. The Pioneer POS [M5](#) terminal and [Future POS](#) software came to the rescue.

Not only did the Springfield Grille like what they saw with their first installation of 8 terminals, but Future POS helped implement over 30 more installations for a total of 40 terminals into six other restaurants that fall under the Springfield Restaurant Group umbrella. This hardware only sale replaced older existing hardware already set up with Future POS software improving increased customers dining experiences with timely ordering and improving cash control on a day-to-day basis.

[Future POS](#) Pennsylvania Service Manager Carissa Spencer in that lead the installation said that “For the restaurateur, the Pioneer All-In-Ones increase productivity and efficiency with decreased down time due to hardware failures. For the dealer, the hardware is easy to install and we know what to expect.” She also mentioned that after the customer realized how much better the Pioneer All-In-Ones were versus their old hardware, Future POS was able to replace all of the terminals with a variety of products including the MX, MX5 and S-Line.

The new Pioneer terminals helped to improve customer service, accuracy and speed all of which helped with profitability. Sheila went on to say that the “Pioneer hardware is top of the line and has been very reliable and user friendly. We are able to put in more orders with less down time and loss of productivity because of the stability of the (Pioneer) hardware. The Future POS Software is a breeze to use, has all of the features you could ever want and is so easy to train our new staff on...it is the best system we have ever used.” The Future POS software is included with the [15” S-Line](#), an all-in-one touch system with built in 3” Epson® printer from [Pioneer POS](#).

Sheila summed it up best of what the Pioneer hardware did for the Springfield Restaurant Group when she said that “Stability means more orders, less down time, therefore more sales rung.”

To [contact](#) Pioneer POS please call 888.468.9757 or email at [info@pioneerpos.com](mailto:info@pioneerpos.com).

### About Pioneer POS

[Pioneer POS Inc.](#) designs and manufactures a complete line of industry specific all in one computers, touch screen monitors, and kiosks. Founded in 1994 and based in California, Pioneer POS manufactures its solutions from start to finish in the USA which are deployed in Healthcare,

Retail, Hospitality, and Gaming applications. Pioneer POS has built an exceptional reputation with its customers and reseller partners for superior flexibility and responsiveness to customer needs including short lead times, long product life cycles (minimum of 5 years), easy customization, and quick turnaround. Pioneer POS sells through qualified technology resellers throughout the US and globally.

### **About Future POS**

[Future POS](#) is a powerful point of sale software solution designed for the hospitality and retail industries. With the ability to handle virtually any size installation and the adaptability to manage any type of business, (from bar and fine dining to delivery and take out), Future POS is the system for everyone. They offer all the features that you have seen on more costly systems, plus more, but at a fraction of the cost. When you choose Future POS, you do not pay more, you just get more! To learn more visit <http://www.futurepos.com>

For more information, please call 1-888-468-9757 or email [info@pioneerpos.com](mailto:info@pioneerpos.com)